



**DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT  
FIELD OFFICE 02**

**PANTAWID PAMILYANG PILIPINO PROGRAM  
MANAGEMENT OFFICE**

**CITIZEN'S CHARTER  
2022**

## **I. Mandate:**

The Department of Social Welfare and Development (DSWD) is the primary government agency mandated to develop, implement, and coordinate social protection and poverty-reduction solutions for and with the poor, vulnerable and disadvantaged.

## **II. Vision:**

The Department of Social Welfare and Development (DSWD) envisions all Filipinos free from hunger and poverty, have equal access to opportunities, enabled by a fair, just and peaceful society.

## **III. Mission:**

To lead in the formulation, implementation and coordination of social welfare and development policies and programs for and with the poor, vulnerable, and disadvantaged.

## **IV. Service Pledge:**

We are committed to provide you quality, prompt, and courteous service from Mondays to Fridays, 8:00 A.M. to 5:00 P.M., without noon breaks.

We shall endeavor to complete your transactions with us within the day. We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we not be able to complete within the day of the delivery of the service you need.

We shall ensure availability of staff to attend to your concern/s even during lunch break.

We shall appreciate any positive or negative feedback regarding our services, facilities, and personnel.

The Officers-in-Charge of our frontline services shall be available at all times for consultation and advice.

All these we pledge for the best interest of the clients/customers we serve.

## V. List of Services:

### Frontline Services:

- |                            |   |
|----------------------------|---|
| 1. GRS Intake and Response | 4 |
| 2. Request for 4Ps Data    | 7 |

## 1. GRS Intake and Response

Intake and Response refers to the recording of a grievance and providing the client an initial response, which usually involves an explanation about how the grievance will be processed by the DSWD and other actors.

<b>Office or Division</b>	Pantawid Pamilyang Pilipino Program Management Office			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to Client (G2C)			
<b>Who may avail</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If 4Ps beneficiary, present the 4Ps ID for verification to 4Ps staff		Issued by the Issued by the assigned City/Municipal Link or Community Facilitators		
Proof of grievance, if available		Not Applicable		
If non-4Ps beneficiary, any valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
1. Log-in at the visitors log book located at the office lobby and present the 4Ps ID if a 4Ps beneficiary. If non-4Ps beneficiary, present any valid ID.	1. Ensure that the client fills out the logbook and directs him/her to the 4Ps Office.	None	2 Minutes	PACD Officer
2. Proceed to the 4Ps Office for verification of identity.	2.1 Receive the client, inquire what the concern is all about, and verify the identity of the client.  Refer to the Grievance Redress System Field Manual for the guidance on the intake of grievances.	None	5 minutes	Grievance Officer (ICTA or RGO)
3. Provide details about the grievance	3.1 If the client is a beneficiary or a former beneficiary, check the status of the concerned	None	20 mins	Grievance Officer (ICTA/RGO)

<p>and supporting documents, if available, depending on the type of grievance reported.</p>	<p>beneficiary in the Pantawid Family Information System (PPIS).</p> <p>3.2 Encode the transaction correctly and completely in the GRS Information System/Tracker.</p> <p>For instances when the GRS Information System is inaccessible, the staff may use GRS form to intake the grievance.</p> <p>3.3. Check the supporting documents provided, if available.</p> <p>3.4. Assess all the data and information available and discuss with the beneficiary the findings and next steps to be undertaken.</p> <p>3.4.1. If all information is readily available to resolve the case, resolve the grievance and provide feedback to the client.</p> <p>3.4.2. If other information is needed and the grievance cannot be resolved immediately, explain to the client the procedures that will be undertaken in processing the grievance, and inform the client that he/she will be</p>			
---	--	--	--	--



	contacted through his/her mobile number.			
4. Fill out the Client Satisfaction Measurement Survey Form	<p>4.1 Administer the Client Satisfaction Measurement Survey Form</p> <p>4.2 Analyze the Data and include it in the Client Satisfaction Measurement Report</p>	None	5 minutes	Grievance Officer (ICTA/RGO)
5. Proceed to the office lobby and logout from the client's logbook.	<p>5.1 Dismiss the client gracefully.</p> <p><i>If the grievance has already been resolved proceed directly to step 7.2</i></p>	None	1 minute	PACD Officer
6. Wait for the updates on the status of grievance within three (3) days.	<p>6.1. Endorse the transaction to the concerned office (Provincial/Municipal Operations Office and/or OBSU) for processing and updating of the transaction in the Grievance Information System (GIS), reflecting the actions taken by the concerned office within three (3) working days.</p> <p>(If the transaction was received at the RPMO the RGO shall send an email notification to the Provincial Grievance Officer to inform him/her).</p>	None	7 hours and 7 minutes	Grievance Officer (ICTA/RGO)
	6.2 Monitor the status of transaction and check for updates from the concerned office in the GRS Information System.			

7. Received update/ feedback on the status of grievance.	7.1 Provide the client an update/feedback about the status of his/her concern either through text messaging or phone call.  <i>For instances when the client did not give or cannot provide contact information, the provision of feedback may be coursed through the assigned City/Municipal Link.</i>	None	2 Days	Grievance Officer (ICTA/RGO)
	7.2.Update the status of the transaction in the GRS Information System.	None	10 minutes	Grievance Officer (ICTA/RGO)
<b>TOTAL IF THE GRIEVANCE IS RESOLVED OUTRIGHT</b>		None		33 Minutes
<b>Total if grievance is referred to Provincial Operations Office for resolution and feedback is provided to the client</b>		None		3 Days

## 2. Request for 4Ps Data

This section describes the process of providing assistance to clients and various stakeholders (general public and other government organizations) both within and outside DSWD through the sharing of public data. However, access to data will be subject to limitations set to safeguard privacy of beneficiaries, data security and data misappropriation. Therefore, access to data shall be carefully considered and granted in accordance with the Pantawid data sharing protocol.

In processing the request, there is an expectation that all documentary requirements have been submitted by the requesting party. Otherwise, the start of processing may take an extended period of time.

<b>Office or Division</b>	Pantawid Pamilyang Pilipino Program Management Office (Regional Monitoring and Evaluation Unit)
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government to Citizen (G2C)
<b>Who may avail</b>	Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Accomplished Data Request Form		Pantawid Pamilyang Pilipino Program Website: ( <a href="https://pantawid.dswd.gov.ph/citizens-charter">https://pantawid.dswd.gov.ph/citizens-charter</a> )		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client sends filled up data request form.	1. Receipt of completely filled out data request form or letter of request (with attachments as applicable).	None	2 hours	Regional Monitoring & Evaluation Officer
	1.1 Encoding of data request to monitoring tool or thru Electronic Document Management System (EDMS) of the incoming data request.		30 mins	Regional Monitoring & Evaluation Officer
	1.2 Acknowledgement and assessment by the Regional Monitoring and Evaluation Unit at the RPMO.  1.2.1 If Primary Data, endorse the request to the concerned office.  1.2.2 If Secondary Data, determine if the data that are being requested are <b>public or classified</b> based on the submitted documents.		1 day	Regional Monitoring & Evaluation Officer
2. Receive requested data and fill out the client survey form.	2. If the data requested is identified as <b>Public Data</b> , the Regional Monitoring and Evaluation Unit will forward the request to the appropriate unit for	None	4 hours	Regional Monitoring & Evaluation Officer



	<p>data generation and preparation.</p> <p>2.1 If the data is in the periodic reports, IEC materials, and/or Pantawid Pamilya website, the RMEU will refer the client to the resource site or provide the readily available data and client satisfaction form.</p> <p>2.2.1 If the data needs to be generated, data generation shall be undertaken by the RMEU.</p> <p>2.2.2 Preparation of memo endorsement to the Regional Director for approval.</p> <p>2.2.2.1 If the data request is approved, provide the data request to the client and submit a request to accomplish the client satisfaction measurement form.</p> <p>2.2.2.2 If the data request is disapproved, provide the data request to the client and submit a request to accomplish the client satisfaction form.</p>		<p>1 day</p> <p>5 days</p> <p>6 hours</p> <p>4 hours</p> <p>4 hours</p>	<p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p>
	<p>2.3 If the data requested is identified as <b>Classified Data</b>, the request RMEU will provide initial comments prior to endorsing the request to the Data Protection</p>	<p>None</p>	<p>3 days</p>	<p>Regional Monitoring &amp; Evaluation Officer</p>

	<p>Officer (DPO) and Regional Director.</p> <p>2.3.1 If the request is valid, a Memorandum of Agreement (MOA) on data sharing between the requesting party and the Department/Pantawid RPMO will be prepared by the RMEU prior to the release of data requested.</p> <p>2.3.1.1 Sharing of the draft MOA to the client for review.</p> <p>2.3.1.2. Review of the MOA and endorsement of comments/inputs to RMEU from the Legal Service/ Section's comments.</p> <p>2.3.1.3. Revision of the MOA based on the Legal Service / Section's comments.</p> <p>2.3.1.4. Sharing of MOA to the client.</p> <p>2.3.1.5. Acknowledgement of receipt of MOA approved by the client.</p> <p>2.3.1.6. Preparation of communication to client regarding MOA signing.</p> <p>2.3.1.7. Signing of MOA with the client.</p>		<p>6 days</p> <p>4 hours</p> <p>3 days</p> <p>2 days</p> <p>4 hours</p> <p>4 hours</p> <p>4 hours</p> <p>1 day</p> <p>4 hours</p>	<p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p> <p>Legal Service/ Section Technical Staff</p> <p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p>
--	--	--	---	---

	<p>2.3.1.8. Provision of the data request to the client and submission of request to accomplish the client satisfaction measurement form.</p> <p>2.3.2. If the data request is disapproved, provide feedback to the client and submit a request to accomplish the client satisfaction measurement form.</p>		4 hours	<p>Regional Monitoring &amp; Evaluation Officer</p> <p>Regional Monitoring &amp; Evaluation Officer</p>
<b>Total</b>	<b>None</b>	<p><b>Output 1:</b> 2 days, 6 hours and 30 mins</p> <p><b>Output 2:</b> 6 days, 6 hours and 30 mins</p> <p><b>Output 3.1 (Approved MOA):</b> 19 days, 2 hours and 30 mins</p> <p><b>Output 3.2 (Disapproved MOA):</b> 4 days, 2 hours and 39 mins</p>		

Prepared by:


  
**JUNE CLARISSA B. CANGUILAN/ CHRISTIAN JAY C. GABILO**  
*Project Development Officer II – Regional Monitoring & Evaluation Officer*

Reviewed by:

  
**Vicenta M. Pamittan**  
*Division Chief, PPPMO*

Recommending Approval:

  
**FRANCO G. LOPEZ**  
*OIC Asst. Regional Director for Operations*

Approved by:

  
**CEZARIO JOEL C. ESPEJO**  
*Regional Director*